

Remarks

Claim rejections 35 USC § 101

Claims 11, 12 and 21-23 have each been amended to clarify that the machine readable instructions are encoded on a computer-readable medium.

In the case of each of claims 11, 12 and 21-23, the instructions recited in the claims clearly impart functionality to a computerized system when the instructions are executed. As stated in MPEP 2106.01, "...functional descriptive material" consists of data structures and computer programs which impart functionality when employed as a computer component.'

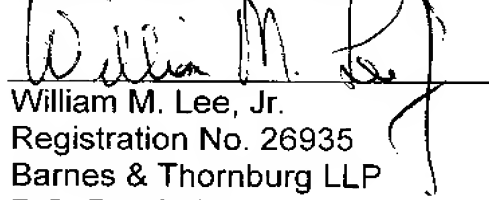
By tying such functional descriptive material to a computer-readable medium, Applicants respectfully submit that the subject-matter is rendered statutory, in accordance with MPEP 2106.01: "A claimed computer-readable medium encoded with a computer program is a computer element which defines structural and functional interrelationships between the computer program and the rest of the computer which permit the computer program's functionality to be realized, and is thus statutory. See Lowry, 32 F.3d at 1583-84, 32 USPQ2d at 1035."

Regarding the suggestion that no hardware elements are present in the drawings (and noting that the comment was made in the context of an argument regarding non-functional descriptive material), Applicants wish to place on record that such hardware elements are in fact shown in the drawings. Applicants would direct attention to Figs. 1 and 2, each of which contains hardware elements. Among the hardware elements disclosed are PBX 10, External Networks 12, Telephone 14, CTI Server 18, CTI Client 20, PSTN 32, Internet 34, VoIP Gateway 36, and Web Server 42. The claimed methods and computer program products are implemented by computerized hardware such as CTI Server 18 and CTI Client 20 implementing the steps encoded in programs stored in memory.

In view of the amendments and arguments made herein, Applicants respectfully request that the Examiner withdraw the rejections, and allow the application.

October 10, 2008

Respectfully submitted

A handwritten signature in black ink, appearing to read "William M. Lee, Jr.", is written over a horizontal line. The signature is stylized with a large, looped "L" and a trailing flourish.

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